

BILLING INSTRUCTIONS

The Central Finance Office (CFO) will pay all early intervention services authorized through the System Point of Entry (SPOE). The CFO will pay the claim, determine the appropriate funding source, and seek reimbursement from that funding source. **Providers are not to bill Medicaid, Insurance, Department of Health and Senior Services (DHSS), Department of Mental Health (DMH) or any other source for early intervention services authorized through the SPOE/CFO.**

CFO Standard Timelines/Deadlines

Claims Processing Turnaround:

Claims are processed and checks mailed not less than 30 and not more than 45 days from the date the claim is received.

Stale Checks:

Checks are void if not cashed within 6 months.

Claim Filing Deadline:

Claims must be submitted within 60 calendar days of the date of service.

Claim Resubmission Filing Deadline:

Previously submitted and rejected claims must be resubmitted within 180 days of the date of service.

Claim Resubmission (Incorrect Authorization) Filing Deadline:

Previously submitted and rejected claims can be resubmitted only after a corrected authorization is issued and must be resubmitted within 60 calendar days of the issue date of the corrected authorization.

Claim Overpayment Automated Refund Deadline:

In cases of overpayment, **providers will not refund payments manually through submission of checks.** The adjustments will be entered on the system against individual claims and the system will deduct the amount of overpayment on subsequent claim(s) payments processed. In cases of underpayments, adjustments will be entered on the system against individual claims and the system will augment the amount of the underpayment on the next claim payments processed.

Automated Payment Adjustments/Offsets

CFO has a system of automated claims adjustments/offsets to address providers for overpayments and /or underpayments caused by various improper/erroneous billing procedures. When errors are discovered, adjustments will be entered on the system after receipt of proper documentation from providers.